



## State of Louisiana

Louisiana Department of Health  
Bureau of Health Services Financing

**VIA E-MAIL ONLY**

February 4, 2021

Mr. Richard Born, CEO  
Aetna Better Health  
2400 Veterans Memorial Blvd, Suite 200  
Kenner, LA 70062

**RE: Notice of Monetary Penalty Regarding the Updating of Provider Directories**

Dear Rick:

Aetna Better Health (ABH) has failed to ensure accurate data is on file for all contracted providers. The contract between ABH and the Louisiana Department of Health (LDH) provides:

7.19. Provider Directory

7.19.1. The MCO shall maintain accurate provider directory data. LDH shall conduct periodic audits to verify the accuracy of the MCO's provider directory data. The MCO shall maintain an accuracy rate of at least 75%. The MCO will not be penalized if it can demonstrate a minimum accuracy rate of 50% in conjunction with a two percentage point improvement from the prior audit period.

The results of ABH's 2020 Quarter 3 provider directory audit revealed a compliance score of 32.3%. ABH's 2020 Quarter 4 results revealed a compliance score of 36.8%. Survey results are attached.

The accuracy of information in ABH's provider directory is especially important because it allows enrollees and potential enrollees to know whether a provider contracts with the MCO, how to contact providers, and to determine whether a MCO's provider network is adequate to meet their healthcare needs. Inaccurate provider data in directories can create a barrier to care and calls into question whether requirements for network adequacy are being met.

This violation warrants the assessment of monetary penalties in accordance with the following provision from the Table of Monetary Penalties in Section 20.3.3.:

Mr. Rick Born  
February 4, 2021  
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<b>Provider Directory</b>	<p>Fifty thousand dollars (\$50,000.00) per audit conducted by LDH wherein the MCO is found to have not maintained an accuracy rate of at least 75% per audit period and does not demonstrate a minimum accuracy rate of 50% in conjunction with a two percentage point improvement from the prior audit period.</p> <p>One thousand dollars (\$1,000.00) per calendar day for failure to correct inaccurate provider directory data within 14 days of notification by LDH.</p>
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Accordingly, a penalty in the amount of \$50,000 will be retained from the next monthly capitation payment made to ABH.

In addition, ABH shall correct inaccurate data by February 18, 2021. All corrected data must be evidenced by a “screenshot” of the entry in the online provider directory to be considered corrected. If ABH disputes the IPRO data per their communication with the provider, ABH must provide a written attestation signed by the affected provider, stating that the information contained in the provider directory is accurate. The attestation shall indicate why there were no changes made to the provider directory and is proof that the MCO provided education to the provider for future member calls. The attestation in no way changes the audit’s scoring. The member experience and information they receive should be enhanced by this process. Should ABH fail to provide documentation of corrected provider directory data to Christina Wilson ([christina.wilson1@la.gov](mailto:christina.wilson1@la.gov)) and Whitney Martinez ([whitney.martinez@la.gov](mailto:whitney.martinez@la.gov)) by February 18, 2021, penalties will accrue at the rate of \$1,000 per calendar day until all corrections have been documented.

Should you have any questions, please do not hesitate to contact me.

Sincerely,



Stacy Guidry  
Section Chief, Medicaid Program Operations and Compliance  
SG/lj  
cc: Michael Boutte

Tara Leblanc  
Whitney Martinez  
Marisa Naquin  
Kim Sullivan  
Christina Wilson  
AET2-42

2020

Fourth Quarter

Provider Directory Survey

Report: Provider Directory Weighted Compliance Score

Aetna

Accuracy of Provider Information			
Compliant	Noncompliant	Total	Weighted compliance score
36	89	125	36.8%

# 2020 Fourth Quarter Provider Directory Survey

## Report: Details on Compliant Providers

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	501	Jennifer, Braaten	(504) 842-4747	1	Live voice answered call
		Call Date: 10/5/2020	Call Time: 02:06 PM		Provider Representative: Charlene
		Provider Specialty: Internal Medicine			Address: 1401 Jefferson Hwy
		Product Line: Medicaid			New Orleans, LA 70121
		Comments:			
	522	Victoria, Everton	(318) 212-7080	2	Live voice answered call
		Call Date: 10/8/2020	Call Time: 09:18 AM		Provider Representative: Cindy
		Provider Specialty: Family Medicine			Address: 2300 Hospital Dr Ste 130
		Product Line: Medicaid			Bossier Cit, LA 71111
		Comments:			
	529	Allison, Conravey	(504) 842-5200	1	Live voice answered call
		Call Date: 10/5/2020	Call Time: 01:05 PM		Provider Representative: Allison
		Pediatrics	Address: 1319 Jefferson Hwy		Provider Specialty:
		Product Line: Medicaid			New Orleans, LA 70121
		Comments: Also a neurologist			
Aetna	531	Jessica, Mouledoux	(504) 842-5200	1	Live voice answered call

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
		Call Date: 10/5/2020 Provider Specialty: Pediatrics Product Line: Medicaid  Comments:	Call Time: 01:13 PM		Provider Representative: Yolanda Address: 1319 Jefferson Hwy New Orlean, LA 70121
	534	Isaac, Molinero Rosales Call Date: 10/5/2020  Provider Specialty: Pediatrics Product Line: Medicaid Comments:	(504) 842-5200 Call Time: 01:09 PM	1	Live voice answered call Provider Representative: Yolanda Address: 1319 Jefferson Hwy New Orlean, LA 70121
	535	Isaac, Molinero Rosales Call Date: 10/7/2020 Provider Specialty: Pediatrics Product Line: Medicaid  Comments:	(504) 842-4115 Call Time: 01:49 PM	1	Live voice answered call Provider Representative: Diondrea Address: 1514 Jefferson Hwy New Orlean, LA 70121

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	536	Ivory, Crittendon	(504) 842-5200	1	Live voice answered call
		Call Date: 10/5/2020	Call Time: 01:00 PM		Provider Representative: Pam
		Provider Specialty: Pediatrics			Address: 1319 Jefferson Hwy
		Product Line: Medicaid			New Orlean, LA 70121
		Comments:			
	538	Erika, Smith	(504) 842-4115	1	Live voice answered call
		Call Date: 10/5/2020	Call Time: 01:25 PM		Provider Representative: Diondrea
		Provider Specialty: Pediatrics			Address: 1514 Jefferson Hwy
		Product Line: Medicaid			New Orlean, LA 70121
		Comments:			
	539	Erika, Smith	(504) 842-3900	1	Live voice answered call
		Call Date: 10/5/2020	Call Time: 12:51 PM		Provider Representative: Jennifer
		Provider Specialty: Pediatrics			Address: 1514 Jefferson Hwy
		Product Line: Medicaid			New Orlean, LA 70121
		Comments:			
Aetna	544	Eilan, Levkowitz	(504) 309-3262	2	Live voice answered call

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
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Call Date: 10/6/2020      Call Time: 01:18 PM      Provider Representative: Melissa  
 Provider Specialty: Pediatrics      Address: 4700 Wichers Dr Ste 304  
 Product Line: Medicaid      Marrer, LA 70072

Comments:

545      Vincent, Adolph      (504) 371-9355      1      Live voice answered call  
 Call Date: 10/5/2020      Call Time: 03:14 PM      Provider Representative: Kiana  
 Provider Specialty: Pediatrics      Address: 4225 Lapalco Blvd  
 Product Line: Medicaid      Marrer, LA 70072

Comments:

547      Rubee, Gugol      (337) 562-2293      1      Live voice answered call  
 Call Date: 10/7/2020      Call Time: 02:02 PM      Provider Representative: Jay  
 Provider Specialty: Pediatrics      Address: 2005 Southwood Dr  
 Product Line: Medicaid      Lake Charle, LA 70605

Comments:

549      Lynzie, Boudreaux      (337) 365-0268      2



Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
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Aetna

Call Date: 11/12/2020      Call Time: 09:33 AM      Provider Representative: Camile

Provider Specialty: Pediatrics      Address: 295 Indest St

Product Line: Medicaid      New Iberi, LA 70563

Comments:

550      Husam, Sukerek      (318) 256-5722      1      Live voice answered call

Call Date: 10/7/2020      Call Time: 02:35 PM      Provider Representative: Joan

Provider Specialty: Pediatrics      Address: 210 Highland Dr

Product Line: Medicaid      Man, LA 71449

Comments:

553      Sarah, Ryan Yockey      (504) 367-8777      3      Live voice answered call

Call Date: 10/8/2020      Call Time: 09:49 AM      Provider Representative: Amy

Provider Specialty: Obstetrics and Gynecology      Address: 1301 Whitney Ave

Product Line: Medicaid      Gretn, LA 70056

Comments:

Aetna      554      Richard, Kline      (504) 842-3900      2      Live voice answered call

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
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Call Date: 11/11/2020      Call Time: 02:04 PM      Provider Representative: Virginia  
 Provider Specialty: Obstetrics and Gynecology      Address: 1514 Jefferson Hwy  
 Product Line: Medicaid      New Orleans, LA 70121

Comments:

555      Leonard, Blanton      (318) 212-7840      1      Live voice answered call  
 Call Date: 10/7/2020      Call Time: 02:28 PM      Provider Representative: Brittany  
 Provider Specialty: Obstetrics and Gynecology      Address: 2449 Hospital Dr Ste 260  
 Product Line: Medicaid      Bossier Cit, LA 71111

Comments:

559      David, Darbonne      (337) 474-3883      2      Live voice answered call  
 Call Date: 11/11/2020      Call Time: 09:54 AM      Provider Representative: Margaret  
 Provider Specialty: Obstetrics and Gynecology      Address: 1890 W Gauthier Rd Ste 120  
 Product Line: Medicaid      Lake Charle, LA 70605

Comments:

571      Eugene, Fontenot      (337) 474-2056      1

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
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Aetna  
 Call Date: 10/6/2020      Call Time: 03:00 PM      Provider Representative: Shelby  
 Provider Specialty: Obstetrics and Gynecology      Address: 4150 Nelson Rd Ste A1  
 Product Line: Medicaid      Lake Charle, LA 70605

Comments: Only accepting Aetna if patient is pregnant.

573      Richard, Helman      (504) 349-6945      1      Live voice answered call  
 Call Date: 10/6/2020      Call Time: 04:00 PM      Provider Representative: Laura  
 Provider Specialty: Obstetrics and Gynecology      Address: 1111 Medical Center Blvd Ste 250  
 Product Line: Medicaid      Marrer, LA 70072

Comments:

581      John, Winterton      (337) 527-3610      1      Live voice answered call  
 Call Date: 10/7/2020      Call Time: 01:54 PM      Provider Representative: Sierra  
 Provider Specialty: Cardiovascular Medicine      Address: 913 E Kent Dr  
 Product Line: Medicaid      Sulphu, LA 70663

Comments:

Aetna      583      Christopher, Thompson      (337) 494-3278      1      Live voice answered call

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
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Call Date: 10/7/2020      Call Time: 01:26 PM      Provider Representative: Lauren  
 Provider Specialty: Cardiovascular Medicine      Address: 1717 Oak Park Blvd Fl 2  
 Product Line: Medicaid      Lake Charles, LA 70601

Comments:

584      Frank, Wilklow      (504) 325-2700      1      Live voice answered call  
 Call Date: 10/6/2020      Call Time: 10:53 AM      Provider Representative: Chris  
 Provider Specialty: Cardiovascular Medicine      Address: 2121 Ridgelake Dr 3Rd Fl  
 Product Line: Medicaid      Metairie, LA 70001  
 Comments:

586      Marilyn, Ray      (504) 836-9820      1      Live voice answered call  
 Call Date: 10/6/2020      Call Time: 10:51 AM      Provider Representative: Malina  
 Provider Specialty: Dermatology      Address: 2005 Veterans Memorial Blvd  
 Product Line: Medicaid      Metairie, LA 70002

Comments:

587      Gordon, Russo      (504) 391-7620      1  
 Call Date: 10/5/2020      Call Time: 03:25 PM      Provider Representative: Operator

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
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Aetna  
 Provider Specialty: Dermatology  
 Address: 120 Ochsner Blvd Ste 160  
 Product Line: Medicaid  
 Gretn, LA 70056

Comments:

591 Son, Nguyen (337) 364-3301 1 Live voice answered call  
 Call Date: 10/8/2020 Call Time: 09:04 AM Provider Representative: Jenny  
 Provider Specialty: Gastroenterology Address: 2309 E Main St Ste 101  
 Product Line: Medicaid New Iberi, LA 70560

Comments:

592 Luis, Alvarez (337) 364-9225 3 Live voice answered call  
 Call Date: 10/7/2020 Call Time: 01:35 PM Provider Representative: Deborah  
 Provider Specialty: Gastroenterology Address: 1100 Andre St Ste 301  
 Product Line: Medicaid New Iberi, LA 70563

Comments:

Aetna 593 James, Smith (504) 842-3000 2 Live voice answered call

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
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Call Date: 10/6/2020      Call Time: 10:15 AM      Provider Representative: Sharon  
 Provider Specialty: Gastroenterology      Address: 1516 Jefferson Hwy  
 Product Line: Medicaid      New Orleans, LA 70121

Comments:

594      Francisco, Marrero      (337) 494-4785      3      Live voice answered call  
 Call Date: 11/11/2020      Call Time: 03:16 PM      Provider Representative: Janette  
 Provider Specialty: Gastroenterology      Address: 2770 3Rd Ave Ste 345  
 Product Line: Medicaid      Lake Charles, LA 70601

Comments:

599      Ross, Hogan      (504) 454-0755      1      Live voice answered call  
 Call Date: 10/5/2020      Call Time: 04:02 PM      Provider Representative: Terry  
 Provider Specialty: Urology      Address: 4315 Houma Blvd Ste 302  
 Product Line: Medicaid      Metairie, LA 70006

Comments:

600      Stacy, Mcbroom      (337) 494-4656      1      Provider Representative: Stephanie  
 Call Date: 10/7/2020      Call Time: 01:33 PM

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
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Aetna  
 Provider Specialty: Urology Address: 2770 3Rd Ave Ste 240 Product Line: Medicaid Lake Charle, LA 70601

Comments:

608 Cheryl, Henry-Smith (337) 321-9204 1 Live voice answered call  
 Call Date: 10/8/2020 Call Time: 08:51 AM Provider Representative: Chloe  
 Provider Specialty: Psychiatrist Address: 449 E Saint Peter St  
 Product Line: Medicaid New Iberi, LA 70560

Comments:

615 Baraka, Perez (504) 482-0084 3 Live voice answered call  
 Call Date: 10/8/2020 Call Time: 10:37 AM Provider Representative: Karen  
 Provider Specialty: Psychologist Address: 111 N Causeway Blvd Ste B  
 Product Line: Medicaid Metairi, LA 70001

Comments:

Aetna 618 Marc, Hendler (504) 838-5215 1 Live voice answered call

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
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Call Date: 10/5/2020      Call Time: 01:35 PM      Provider Representative: Sherry Delacerda  
 Provider Specialty: Psychologist      Address: 3616 S I 10 Service Rd W Ste 100  
 Product Line: Medicaid      Metairi, LA 70001  
 Comments:

623      Jessica, Davis      (504) 482-0084      3      Live voice answered call  
 Call Date: 10/8/2020      Call Time: 10:10 AM      Provider Representative: Kershaun  
 Provider Specialty: Social worker      Address: 111 N Causeway Blvd Ste B  
 Product Line: Medicaid      Metairi, LA 70001  
 Comments:

625      Mary, Wilkes Chand      (504) 302-7771      2      Live voice answered call  
 Call Date: 10/7/2020      Call Time: 10:48 AM      Provider Representative: Brittany  
 Provider Specialty: Social worker      Address: 3216 N Turnbull Dr Ste A  
 Product Line: Medicaid      Metairi, LA 70002  
 Comments:

Health Plan Total = **36**



# 2020 Fourth Quarter Provider Directory Survey

## Report: Providers Who Reported Different Addresses

Health Plan	Survey ID	Provider Name	Phone No.	Comments
Aetna	502	David, Kosnosky	(337) 439-9983	500 Patterson Street, Lafayette, LA
	516	Richard, Imsais	(504) 836-9820	1221 South Clearview Parkway, Harrahan 70123. Suite 414
	526	Elizabeth, Alonso	(504) 896-9255	200 Henry Clay Avenue, New Orleans
	530	Lutifat, Kashimawo	(504) 842-3000	1514 Jefferson Hwy
	537	Terry, King	(504) 842-4115	300 Pavilion Road, West Monroe 71290
	541	Reynaldo, Dela Rosa	(504) 842-3900	4600 Ambassador Caffery Pkwy, Layfayette LA 70508
	542	Kamill, Del Toro	(504) 842-4115	1315 Jefferson Hwy, New Orleans 70021
	557	Kilee, Lincoln	(337) 905-2151	4150 Nelson Rd. Bldg 6, suite 6
	565	Mary, Byars	(504) 842-3000	2633 Napoleon Avenue, Suite 905, New Orleans
	572	David, Mcalpine	(337) 562-9995	1890 W Gauthier Road, Lake Charles. Suite 150
	579	Phillip, Rozeman	(318) 752-2328	
	582	Basel, Kasabali	(318) 752-2328	2400 Hospital Drive, Suite 350, Bossier
	590	Julie, Danna	(504) 842-3900	2005 Veterans Blvd. Metari, LA 7002
	595	Elizabeth, Alonso	(504) 896-9255	200 Henry Clay Avenue, New Orleans LA
	597	Omotola, Ashorobi	(504) 842-3910	2500 Belle Chase Highway, Greth 70056
	598	Matthew, Strain	(504) 349-6800	1111 Medical Center Blvd., Merrero 70012, North 703

605	Glenzetta, Hall	(318) 549-2500	2285 Bentan Road, Suite D103, Bossier City LA
616	Anna, Kelley	(504) 988-5405	131 South Robinson Street, New Orleans
617	Brian, Esteve	(504) 780-1702	7252 Lakeshore Drive, New Orleans 70448

Wednesday, December 30, 2020

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Health Plan	Survey ID	Provider Name	Phone No.	Comments
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Health Plan Total = **19**

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# 2020 Fourth Quarter Provider Directory Survey Report:

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## Providers with New Phone Numbers

Health Plan	Survey ID	Provider Name	Directory Source	Old Phone No.	New Phone No.	New Phone No. is Valid
Aetna	537	Terry, King	Web	(504) 842-4115	(318) 323-1100	Yes
	540	Ihor, Yosypiv	Web	(504) 842-3900	(504) 896-9238	Yes
	547	Rubee, Gugol	Web	(337) 562-2293	(337) 660-7699	Yes
	576	Ayman, Soubra	Web	(504) 780-8282	(504) 988-6113	Yes
	578	David, Hutchinson	Web	(504) 349-6800	(504) 349-6131	No
	579	Phillip, Rozeman	Web	(318) 752-2328	(318) 631-6400	Yes
	581	John, Winterton	Web	(337) 527-3610	(337) 404-3278	Yes
	618	Marc, Hendler	Web	(504) 838-5215	(504) 846-6983	Yes

Health Plan Total = 8

**2020 Fourth Quarter Provider Directory Survey**  
**Report:**



# 2020 Fourth Quarter Provider Directory Survey Report:

## Providers Not Accepting New Patients (Closed Panel)

Health Plan	Survey ID	Provider Name	Phone No.	Directory Source	Call Date	Call Time	Provider Representative
Aetna	516	Richard, Imsais Comments: 1221 South Clearview Parkway, Harrahan 70123. Suite 414	(504) 836-9820	Web	10/6/2020	9:22 AM	Natalie
	518	Michael, Marcello Comments:	(504) 842-4115	Web	10/5/2020	1:52 PM	Dr. Onandrea
	519	Leandre, Odom Comments:	(337) 560-5323	Web	10/8/2020	9:25 AM	Shanolay
	556	Troy, Drewitz Comments:	(504) 391-8896	Web	10/5/2020	3:36 PM	Jessica
	572	David, Mcalpine Comments: 1890 W Gauthier Road, Lake Charles. Suite 150	(337) 562-9995	Web	10/6/2020	10:26 AM	Christina
	602	Bernadin, Williams Comments:	(225) 892-6531	Web	10/7/2020	3:58 PM	Benadin

Health Plan Total = **6**

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# 2020 Fourth Quarter Provider Directory Survey

## Report:

Wednesday, December 30, 2020

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### Detailson Failed Providers

Health Plan	Survey ID	Provider Name	Call Number	P Reason for Non-Compliance	C
Aetna	502	David, Kosnosky	(337) 439-9983	1	Wrong address
		Call Date: 10/6/2020	Call Time: 02:07 PM		
		Provider Specialty: Internal Medicine			
		Product Line: Medicaid			
		Provider Representative: Christina			Address: 2000 Opelousas St Lake Charle, LA 70601
		Comments: 500 Patterson Street, Lafayette, LA			
	503	Carl, Ditch	(337) 364-7700	3	No answer (3 calls), Message not returned (3 calls)
		Call Date: 11/12/2020	Call Time: 10:43 AM		
		Provider Specialty: Internal Medicine			
		Product Line: Medicaid			
		Provider Representative:			Address: 1100 Andre St Ste 204 New Iberi, LA 70563
		Comments:			
	504	Andrew, Clarke	(337) 359-4568	3	No answer (3 calls)
		Call Date: 10/16/2020	Call Time: 11:06 AM		
		Provider Specialty: Internal Medicine			
		Product Line: Medicaid			
		Provider Representative:			Address: 600 N Lewis St

Wednesday, December 30, 2020

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Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
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New Iberi, LA 70563

Comments: Was given new numbers to call but ended up going to voicemail.

Aetna	505	David, Engleking	(337) 477-2650	3	Number disconnected
Call Date: 10/8/2020      Call Time: 03:20 PM					
Provider Specialty: Internal Medicine					
Product Line: Medicaid					
Provider Representative:				Address: 401 Dr Michael Debakey Dr Ste 100 Lake Charle, LA 70601	
Comments:					

506	Gerardo, Sanpedro	(318) 747-2277	3	No answer (3 calls), Message not returned (3 calls)	
Call Date: 10/8/2020      Call Time: 01:15 PM					
Provider Specialty: Internal Medicine					
Product Line:					
Medicaid Provider				Address: 2400 Hospital Dr Ste 340	
Representative:				Bossier Cit, LA 71111	
Comments:					

507	Carlos, Choucino	(337) 855-9023	3	No answer (3 calls), Message not returned (3 calls)	
Call Date: 10/7/2020      Call Time: 02:02 PM					
Provider Specialty: Internal Medicine					
Product Line: Medicaid					
Provider Representative:				Address: 1715 Common St Lake Charle, LA 70601	
Comments:					



Health Plan	Survey ID	Provider Name	Phone No.	Call Number	P Reason for Non-ComplianceaC	Aetna
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509 Michael, Alvarez (337) 369-9309 3 Number disconnected  
 Call Date: 10/8/2020 Call Time: 03:20 PM  
 Provider Specialty: Internal Medicine  
 Product Line: Medicaid  
 Provider Representative: Address: 520 N Lewis St  
 New Iberi, LA 70563  
 Comments:

508 Moses, Kitakule (337) 364-8500 3 Comments:  
 Call Date: 11/12/2020 Call Time: 10:38 AM No answer (3 calls), Message not returned (3 calls)  
 Provider Specialty: Internal Medicine  
 Product Line:  
 Medicaid Provider  
 Representative: Address: 2309 E Main St Ste 202  
 New Iberi, LA 70560

510 Jaime, Bustamante (504) 842-3900 1 Address: 1514 Jefferson Hwy  
 Call Date: 10/5/2020 Call Time: 02:30 PM New Orlean, LA 70121  
 Provider Specialty: Internal Medicine  
 Product Line: Medicaid Provider  
 Representative: Jessica  
 Comments:  
 Rep doesn't know

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	511	Sahprect, Basra	(337) 494-6747	3	Busy signal (3rd call)
		Call Date: 11/10/2020	Call Time: 04:07 PM		
		Provider Specialty: Internal Medicine			
		Product Line: Medicaid			
		Provider Representative:			Address: 2615 Enterprise Blvd Ste B Lake Charle, LA 70601
		Comments:			
	512	Phillip, Rozeman	(318) 752-2328	3	No answer (3 calls), Message not returned (3 calls)
		Call Date: 11/12/2020	Call Time: 10:23 AM		
		Provider Specialty: Internal Medicine			
		Product Line: Medicaid Provider			
		Representative:			Address: 2300 Hospital Dr Ste 450 Bossier Cit, LA 71111
		Comments:			
	513	Ariel, Aguiard	(504) 464-8013	2	Not participating
		Call Date: 11/11/2020	Call Time: 01:00 PM		
		Provider Specialty: Family Medicine			
		Product Line: Medicaid			
		Provider Representative: Balencia			Address: 200 W Esplanade Ave Ste 205 Kenne, LA 70065
		Comments: Panel is closed			

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	P Reason for Non-ComplianceaC
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514 Clint, Wilson (318) 212-7839 1 Provider  
 Call Date: 10/7/2020 Call Time: 02:23 PM Specialty: Comments:  
 Not participating

515 Allen, Cox (318) 212-7830 1 Not participating  
 Call Date: 10/2/2020 Call Time: 02:07 PM  
 Provider Specialty: Family Medicine  
 Product Line: Medicaid  
 Provider Representative: Cookie Address: 2300 Hospital Dr Ste 200  
 Bossier Cit, LA 71111  
 Comments:

Family Medicine Address: 2449 Hospital Dr Ste 420  
 Product Line: Medicaid Provider Representative: Taylor Bossier Cit, LA 71111

516 Richard, Imsais (504) 836-9820 1 Address: 2005 Veterans Memorial Blvd  
 Call Date: 10/6/2020 Call Time: 09:22 AM Metairi, LA 70002  
 Comments: 1221 South Clearview Parkway, Harrahan 70123. Suite 414  
 Provider Specialty: Family Medicine  
 Product Line: Medicaid  
 Provider Representative: Natalie  
 Not accepting new patients, Wrong address

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	517	Carolyn, Hutchinson	(337) 437-3977	3	No answer (3 calls)
		Call Date: 10/7/2020	Call Time: 01:10 PM		
		Provider Specialty: Family Medicine			
		Product Line: Medicaid			
		Provider Representative:			Address: 2300 Medora St Lake Charles, LA 70601
		Comments: Unable to leave voicemail. VM not available			
	518	Michael, Marcello	(504) 842-4115	1	Not accepting new patients
		Call Date: 10/5/2020	Call Time: 01:52 PM		
		Provider Specialty: Family Medicine			
		Product Line: Medicaid Provider			
		Representative: Dr. Onandrea			Address: 1514 Jefferson Hwy New Orleans, LA 70121
		Comments:			
	519	Leandre, Odom	(337) 560-5323	2	Not accepting new patients
		Call Date: 10/8/2020	Call Time: 09:25 AM		
		Provider Specialty: Family Medicine			
		Product Line: Medicaid			
		Provider Representative: Shanolay			Address: 2313 E Main St Ste B New Iberia, LA 70560
		Comments:			

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	P Reason for Non-ComplianceaC
	520	Dang, Nguyen Call Date: 10/13/2020 Provider Specialty: Family Medicine Product Line: Medicaid Provider Representative:  Comments: Answering Service picked up on first two	(337) 625-5459 Call Time: 09:18 AM	3	No answer (3 calls)  Address: 4250 5Th Ave Lake Charle, LA 70607
	521	Mohammad, Cheema Call Date: 10/6/2020 Provider Specialty: Family Medicine Product Line: Medicaid Provider Representative: Irania  Comments:	(504) 305-5500 Call Time: 09:59 AM	1	Not at site  Address: 4232 Williams Blvd Ste 108 Kenne, LA 70065
	523	Don, Bell Call Date: 10/2/2020 Provider Specialty: Family Medicine Product Line: Medicaid Provider Representative: Shelby	(318) 212-7520 Call Time: 02:05 PM	1	Comments: Not at site  Address: 2300 Hospital Dr Ste 180

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
		Bossier Cit, LA 71111			Comments: Suite 220,
Aetna	524	Katharine, Rose	(504) 349-8708	1	Not at site
		Call Date: 10/6/2020	Call Time: 03:26 PM		
		Provider Specialty: Family Medicine			
		Product Line: Medicaid			
		Provider Representative: Chriselle			Address: 5001 Westbank Expy Ste 100 Marrer, LA 70072
		Comments:			
	526	Elizabeth, Alonso	(504) 896-9255	1	Wrong address
		Call Date: 10/6/2020	Call Time: 10:22 AM		
		Provider Specialty: Pediatrics			
		Product Line: Medicaid			
		Provider Representative: Trisha			Address: 3040 33Rd St Metairi, LA 70001
		Comments: 200 Henry Clay Avenue, New Orleans			
	525	Alana, Anthony	(504) 468-4437	1	Second Floor
		Call Date: 10/5/2020	Call Time: 02:38 PM		Wrong suite number
		Provider Specialty: Family Medicine			
		Product Line: Medicaid			
		Provider Representative: Sara			

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	P Reason for Non-ComplianceaC
	527	Adrienne, Savant Call Date: 10/5/2020	(504) 780-8282 Call Time: 03:56 PM	1	Comments: Not at site
	528	Alfonso, Vargas Del Valle Call Date: 10/5/2020 Provider Specialty: Pediatrics Product Line: Medicaid Provider Representative: Operator Comments:	(504) 896-9255 Call Time: 01:21 PM	1	Not at site  Address: 3040 33Rd St Metairi, LA 70001
		Address: 3715 Williams Blvd Ste B Kenne, LA 70065 Provider Specialty: Pediatrics Product Line: Medicaid Provider Representative: Kelly			Address: 4700 S I 10 Service Rd W Metairi, LA 70001
530	Lutifat, Kashimawo Call Date: 11/11/2020	(504) 842-3000 Call Time: 03:34 PM Provider Specialty: Pediatrics Product Line: Medicaid Provider Representative: Michelle Comments: 1514 Jefferson Hwy	2		Wrong address  Address: 1516 Jefferson Hwy New Orlean, LA 70121

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	532	Jessica, Roybal Call Date: 10/5/2020 Provider Specialty: Pediatrics Product Line: Medicaid Provider Representative: Jessica Comments:	(504) 842-3900 Call Time: 02:30 PM	1	Rep doesn't know  Address: 1514 Jefferson Hwy New Orlean, LA 70121
	533	Emily, Avgerinos Call Date: 10/5/2020 Provider Specialty: Pediatrics Product Line: Medicaid Provider Representative: Krystal	(504) 842-4115 Call Time: 01:43 PM	1	Comments: Not at site  Address: 1514 Jefferson Hwy
	537	Terry, King Call Date: 10/7/2020 Provider Specialty: Pediatrics Product Line: Medicaid Provider Representative: James Comments: 300 Pavilion Road, West Monroe 71290	(504) 842-4115 Call Time: 09:05 AM	2	Wrong address  Address: 1514 Jefferson Hwy New Orlean, LA 70121



Health Plan	Survey ID	Provider Name	Phone No.	Call Number	P Reason for Non-ComplianceaC
Aetna		New Orlean, LA 70121			Comments: 1315
		540	Ihor, Yosypiv	(504) 842-3900	3 Wrong specialty
			Call Date: 11/12/2020	Call Time: 10:28 AM	
			Provider Specialty: Pediatrics		
			Product Line: Medicaid		
			Provider Representative: Amanda		Address: 1514 Jefferson Hwy New Orlean, LA 70121
			Comments: 2121 Ridgelake Drive, Metari LA , Nephrologist		
		541	Reynaldo, Dela Rosa	(504) 842-3900	2 Wrong address
			Call Date: 11/11/2020	Call Time: 02:15 PM	
			Provider Specialty: Pediatrics		
			Product Line: Medicaid		
			Provider Representative: Tracey		Address: 1514 Jefferson Hwy New Orlean, LA 70121
			Comments: 4600 Ambassador Caffery Pkwy, Layfayette LA 70508		
	542	Kamill, Del Toro	(504) 842-4115	1	Jefferson Hwy, New Orleans 70021
		Call Date: 10/5/2020	Call Time: 01:25 PM		
		Provider Specialty: Pediatrics			Wrong address
		Product Line: Medicaid			
		Provider Representative: Debra			

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
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Address: 1514 Jefferson Hwy  
New Orlean, LA 70121

Aetna	543	Eduardo, Hernandez	(504) 466-2269	2	Number disconnected
		Call Date: 10/13/2020	Call Time: 02:08 PM		
		Provider Specialty: Pediatrics			
		Product Line: Medicaid			
		Provider Representative:			Address: 1900 W Esplanade Ave Ste 102 Kenne, LA 70065
		Comments:			
	546	Rodney, Steiner	(504) 371-9355	1	
		Call Date: 10/5/2020	Call Time: 03:14 PM		
		Provider Specialty: Pediatrics			
		Product Line: Medicaid Provider			
		Representative: Kiana			

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	P Reason for Non-ComplianceaC
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Aetna

Comments:

Not at site

Wrong specialty

551 Lan, Nguyen  
Call Date: 10/8/2020  
Call Time: 10:11 AM

2

Address: 2309 E Main St Ste 200  
New Iberi, LA 70560

Address: 4225 Lapalco Blvd  
Marrer, LA 70072

Provider Specialty: Obstetrics and Gynecology

Product Line: Medicaid Provider

Representative: Monico

Comments: Dr. Nguyen has retired.

552 Henry, Rosenberg  
Call Date: 10/6/2020  
Call Time: 04:23 PM

1

Not at site

Provider Specialty: Obstetrics and Gynecology

Product Line: Medicaid

Provider Representative: Lilliane

Address: 515 Westbank Expy  
Gretn, LA 70053

Comments:

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
	556	Troy, Drewitz	(504) 391-8896	1	Call Date: 10/14/2020 Call Time: 01:17 PM
		Call Date: 10/5/2020	Call Time: 03:36 PM		
		Provider Specialty: Obstetrics and Gynecology			Provider Specialty: Obstetrics and Gynecology
		Product Line: Medicaid Provider			
		Representative: Jessica			P
		Comments:			r
		Not accepting new patients			o
					d
					u
					c
		Address: 120 Ochsner Blvd Ste 220			t
		Gretn, LA 70056			
Aetna	557	Kilee, Lincoln	(337) 905-2151	2	Wrong address
		Call Date: 11/11/2020	Call Time: 11:31 AM		
		Provider Specialty: Obstetrics and Gynecology			
		Product Line: Medicaid			
		Provider Representative: Operator			Address: 4200 Nelson Rd
		Comments: 4150 Nelson Rd. Bldg 6, suite 6			Lake Charle, LA 70605
	558	James, Groves	(337) 480-5550	3	L

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	P Reason for Non-ComplianceaC
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ine: Medicaid Provider

Product

Representative: Joanna

Line:

Medicaid

Comments:

560	Bradley, Forsyth	(337) 480-5540	3	No answer (3 calls), Message not returned (3 calls)
	Call Date: 10/7/2020	Call Time: 01:19 PM		
	Provider Specialty: Obstetrics and Gynecology			
	Product Line: Medicaid			
	Provider Representative:			Address: 1890 W Gauthier Rd Ste 145 Lake Charle, LA 70605
	Comments:			

Not at site

Provider

Representat

ive: Ashley

561	Michael, Cohen	(504) 842-4115	1
	Call Date: 10/5/2020	Call Time: 01:11 PM	
	Address: 1890 W Gauthier Rd Ste 130 Lake Charle, LA 70605		
	Provider Specialty: Obstetrics and Gynecology		

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
		Comments:			Address: 1514 Jefferson Hwy
	562	Charles, Sale	(318) 949-2495	1	Not at site
		Call Date: 10/7/2020	Call Time: 03:22 PM		
		Provider Specialty: Obstetrics and Gynecology			
		Product Line: Medicaid			
		Provider Representative: Becky			Address: 1400 Highway 80 Haughto, LA 71037
		Comments: Has not worked here in years.			
	Not at site				New Orlean, LA 70121
563	Dung, Hoang	(504) 885-2505	1		Comments:
	Call Date: 10/5/2020	Call Time: 01:15 PM			Wrong specialty
		Provider Specialty: Obstetrics and Gynecology			
		Product Line: Medicaid			
		Provider			
		Representative:			Address: 3848 Veterans Memorial Blvd Ste 101 Metairi, LA 70002
		Amanda			

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	P Reason for Non-ComplianceaC
Aetna	564	Washington, Bryan	(504) 391-7505	3	Number disconnected
		Call Date: 10/8/2020	Call Time: 03:22 PM		
		Provider Specialty: Obstetrics and Gynecology			
		Product Line: Medicaid			
		Provider Representative:			Address: 120 Ochsner Blvd Ste 230 Gretn, LA 70056
		Comments:			
	565	Mary, Byars	(504) 842-3000	3	Wrong address
		Call Date: 10/7/2020	Call Time: 09:52 AM		
		Provider Specialty: Obstetrics and Gynecology			
		Product Line: Medicaid			
		Provider Representative: Jada			Address: 1516 Jefferson Hwy New Orlean, LA 70121
		Comments: 2633 Napoleon Avenue, Suite 905, New Orleans			
	566	Brandon, Leggio	(337) 562-3709	3	Number disconnected
		Call Date: 10/8/2020	Call Time: 01:32 PM		
		Provider Specialty: Obstetrics and Gynecology			
		Product Line: Medicaid			
		Provider Representative:			Address: 4150 Nelson Rd Ste G Lake Charle, LA 70605
		Comments:			
	567	Karen, Fisher	(337) 474-0222	1	Provider Specialty: Obstetrics
		Call Date: 10/6/2020	Call Time: 02:54 PM		

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
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and Gynecology

Not participating

Product Line:

Medicaid Provider

Representative:

Christine

Address: 4150 Nelson Rd Bldg 11

Lake Charle, LA 70605

Comments:

568

Matthew, Scroggs

(337) 480-5575

1

Wrong suite number

Call Date: 10/7/2020

Call Time: 10:35 AM

Provider Specialty: Obstetrics and Gynecology

Product Line: Medicaid

Provider Representative: Katie

Address: 1890 W Gauthier Rd Ste 150

Lake Charle, LA 70605

Comments: Suite 140

569

Nicole, Charbonnet

(504) 836-9820

1

Comments:

Call Date: 10/6/2020

Call Time: 09:47 AM

Rep doesn't know

Provider Specialty: Obstetrics and Gynecology

Product Line: Medicaid

Provider Representative:

Jasmine

Address: 2005 Veterans Memorial Blvd

Metairi, LA 70002



Health Plan	Survey ID	Provider Name	Phone No.	Call Number	P Reason for Non-ComplianceaC
Aetna	570	James, Barrow Call Date: 10/8/2020 Provider Specialty: Obstetrics and Gynecology Product Line: Medicaid Provider Representative:  Comments:	(337) 562-3747 Call Time: 01:34 PM	2	Number disconnected   Address: 4150 Nelson Rd Bldg 6 Lake Charle, LA 70605
	572	David, Mcalpine Call Date: 10/6/2020 Provider Specialty: Obstetrics and Gynecology Product Line: Medicaid Provider Representative: Christina  Comments: 1890 W Gauthier Road, Lake Charles. Suite 150	(337) 562-9995 Call Time: 10:26 AM	1	Not accepting new patients, Wrong address   Address: 4150 Nelson Rd Bldg 5 Lake Charle, LA 70605
	574	Candace, Douglas Call Date: 11/12/2020 Provider Specialty: Obstetrics and Gynecology Product Line: Medicaid Provider Representative:  Comments: Lines are down due to storm	(337) 769-9451 Call Time: 10:50 AM	3	Number disconnected   Address: 2000 Opelousas St Lake Charle, LA 70601
	575	Armand, Grimshaw Call Date: 10/7/2020	(337) 474-5519 Call Time: 11:31 AM	2	Provider Specialty: Obstetrics and Gynecology

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
Aetna	578	David, Hutchinson	(504) 349-6800	1	Not at site
		Call Date: 10/6/2020	Call Time: 11:47 AM		
		Provider Specialty: Cardiologist			
		Product Line: Medicaid			
		Provider Representative: Rose			Address: 3909 Lapalco Blvd Ste 200 Harve, LA 70058
		Comments:			
		Product Line:			Comments:
		Medicaid		Not participating	
		Provider			
		Representative:			
		Camilia			Address: 1890 W Gauthier Rd Ste 200 Lake Charle, LA 70605
	577	Paul, Gulotta	(337) 364-7700	3	Address: 1100 Andre St Ste 204 New Iberi, LA 70563
		Comments: Dr. Paul is no longer at this office. This is Dr. Spencier's office.			
		Call Date: 10/7/2020	Call Time: 02:06 PM		
		Provider Specialty: Cardiologist			579 Phillip, Rozeman (318) 752-2328 1
		Product Line: Medicaid			
		Provider Representative: Norah			Call Date: 10/7/2020Call Time: 03:05 PM
		Not at site			Provider Specialty: Cardiologist P r

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	P Reason for Non-ComplianceaC
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Product Line: Medicaid Provider

Provider

Representative: Lisa

Representative: Pam

Comments:

Rep doesn't know, Wrong address

582 Basel, Kasabali (318) 752-2328 1  
 Call Date: 10/7/2020 Call Time: 02:14 PM

Address: 2300 Hospital Dr Ste 450

Bossier Cit, LA 71111

Provider Specialty: Cardiovascular Medicine

Product Line: Medicaid

580	Frank, Smart	(504) 412-1390	3	Wrong suite number
	Call Date: 10/8/2020	Call Time: 11:03 AM		
	Provider Specialty: Cardiologist			
	Product Line: Medicaid			
	Provider Representative: Michelle			Address: 1111 Medical Center Blvd Suite S640
				Marrer, LA 70072
	Comments: Suite 340			

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
		Comments: 2400 Hospital Drive, Suite 350, Bossier			Address: 2300 Hospital Dr Ste
	585	Charles, Woodard	(337) 480-8900	1	Not participating
		Call Date: 10/7/2020	Call Time: 01:14 PM		
		Provider Specialty: Cardiovascular Medicine			
		Product Line: Medicaid			
		Provider Representative: Martha			Address: 2750 Aster St Lake Charle, LA 70601
		Comments:			
	Wrong address				450 Bossier Cit, LA 71111
	588	Elizabeth, Mcburney	(337) 839-2773	1	Address: 3421 N Causeway Blvd Ste 202 Metairi, LA 70002
		Call Date: 10/6/2020	Call Time: 10:46 AM		
		Provider Specialty: Dermatology			590 Julie,
		Product Line: Medicaid Provider			Danna (504) 842-3900 2
		Representative: Jessica			Call Date: 11/11/2020 Call Time: 01:55 PM
		Comments: Doctor has retired.			Provider Specialty: Dermatology
					Product Line: Medicaid
	Not at site				Provider Representative: Kathy

Aetna

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	P Reason for Non-ComplianceaC
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Aetna	589	Elizabeth, Dimitri	(540) 391-7540	3	No answer (3 calls)
		Call Date: 10/7/2020	Call Time: 02:03 PM		
		Provider Specialty: Dermatology			
		Product Line: Medicaid			
		Provider Representative:			Address: 120 Ochsner Blvd Ste 235 Gretn, LA 70056
		Comments: Inicomng calls not accepted at this time.			
	595	Elizabeth, Alonso	(504) 896-9255	1	Wrong address
		Call Date: 10/6/2020	Call Time: 10:19 AM		
		Provider Specialty: Gastroenterology			
		Product Line: Medicaid			
		Provider Representative: Trisha			Address: 3040 33Rd St Metairi, LA 70001
		Comments: 200 Henry Clay Avenue, New Orleans LA			
		Comments: 2005 Veterans Blvd. Metari, LA 7002			New Orlean, LA 70121
		Wrong address			

Address: 1514 Jefferson Hwy

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
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596 David, Benson (337) 369-9309 Number disconnected  
 Call Date: 10/8/2020 Call Time: 03:18 PM  
 Provider Specialty: Urology  
 Product Line: Medicaid Provider  
 Representative:  
 Address: 520 N Lewis St  
 New Iberi, LA 70563  
 Comments:

597 Omotola, Ashorobi (504) 842-3910 1 Wrong address  
 Call Date: 10/5/2020 Call Time: 12:57 PM  
 Provider Specialty: Urology  
 Product Line: Medicaid  
 Provider Representative: Noel  
 Address: 120 Ochsner Blvd  
 Gretn, LA 70056  
 Comments: 2500 Belle Chase Highway, Greth 70056

598 Matthew, Strain (504) 349-6800 2 Address: 3909 Lapalco Blvd Ste 200  
 Call Date: 10/6/2020 Call Time: 11:12 AM Harve, LA 70058  
 Comments: 1111 Medical Center Blvd., Merrero 70012, North 703  
 Provider Specialty: Urology  
 Product Line: Medicaid  
 Provider Representative: Rose  
 Wrong address

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	P Reason for Non-ComplianceaC
Aetna	601	Andrea, Lee	(504) 368-1944	1	Not at site
		Call Date: 10/5/2020	Call Time: 02:40 PM		
		Provider Specialty: Professional Counselor			
		Product Line: Medicaid			
		Provider Representative: Operator			Address: 2051 8Th St Harve, LA 70058
		Comments:			
	602	Bernadin, Williams	(225) 892-6531	1	Not accepting new patients
		Call Date: 10/7/2020	Call Time: 03:58 PM		
		Provider Specialty: Professional Counselor			
		Product Line: Medicaid Provider			
		Representative: Benadin			Address: 3148 Touchwood Dr Harve, LA 70058
		Comments:			
	603	Cathy, Smiley	(504) 435-1444	1	Not at site
		Call Date: 10/5/2020	Call Time: 03:57 PM		
		Provider Specialty: Professional Counselor			
		Product Line: Medicaid			
		Provider Representative: Operator			Address: 252 Hector Avenue Suite A Gretn, LA 70056
		Comments:			

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance
	604	Jessica, Singer Call Date: 10/7/2020	(337) 437-3977 Call Time: 01:10 PM		Provider Representative: No answer (3 calls) Comments: Recording says "person you have dialed can not take your call right now. Unable to leave
	605	Glenzetta, Hall Call Date: 11/11/2020 Provider Specialty: Professional Counselor Product Line: Medicaid Provider Representative: Rashanda Comments: 2285 Bentan Road, Suite D103, Bossier City LA	(318) 549-2500 Call Time: 01:33 PM	1	Wrong address Address: 1514 Doctors Dr Bossier Cit, LA 71111 Address: 2300 Medora St Lake Charle, LA 70601
	606	Frankie, Hood Call Date: 11/10/2020 Provider Specialty: Professional Counselor Product Line: Medicaid Provider Representative: Paula Comments: Wrong number	(337) 246-7325 Call Time: 03:54 PM	3	Address: 1211 N Cutting Ave Jenning, LA 70546



Health Plan	Survey ID	Provider Name	Phone No.	Call Number	P Reason for Non-ComplianceaC
Aetna	607	Janice, Hollier	(318) 222-4299	3	Number disconnected
		Call Date: 10/8/2020	Call Time: 09:13 AM		
		Provider Specialty: Psychiatrist			
		Product Line: Medicaid			
		Provider Representative:			Address: 1504 Barksdale Blvd Bossier Cit, LA 71111
		Comments:			
	609	Gerren, Wilson	(504) 349-8708	3	No answer (3 calls), Message not returned (3 calls)
		Call Date: 11/11/2020	Call Time: 03:33 PM		
		Provider Specialty: Psychiatrist			
		Product Line: Medicaid			
		Provider Representative: Katie			Address: 5001 Westbank Expy Ste 100 Marrer, LA 70072
		Comments: Left message with Katie (Answering Service)			
	610	Nicole, Dickens	(337) 364-9094	1	Not at site
		Call Date: 10/6/2020	Call Time: 11:45 AM		
		Provider Specialty: Psychiatrist			
		Product Line: Medicaid			
		Provider Representative: Courtney			Address: 132 W Saint Peter St New Iberi, LA 70560
		Comments:			

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	Reason for Non-Compliance	C
						No
			Comments: Answering Service asks for me to call back at another time.			
	612	Kristin, Segura	(337) 312-1368	3	No answer (3 calls)	
		Call Date: 10/8/2020	Call Time: 01:36 PM			
		Provider Specialty: Psychiatrist				
		Product Line: Medicaid				
		Provider Representative:			Address: 2829 4Th Ave Lake Charle, LA 70601	
		Comments: Provider not available				
	611	Chandra, Katta	(337) 494-4900		answer (3 calls)	
		Call Date: 10/14/2020	Call Time: 09:59 AM			
		Provider Specialty: Psychiatrist				
		Product Line: Medicaid				
		Provider Representative:			Address: 1717 Oak Park Blvd Fl 3 Lake Charle, LA 70601	
	613	Bryan, Bolwahnn	(337) 475-8022	2	Not at site	
		Call Date: 10/7/2020	Call Time: 11:36 AM			
		Provider Specialty: Psychologist				
		Product Line: Medicaid Provider				
		Representative: Pam			Address: 4105 Kirkman St	
		Comments:				

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	P Reason for Non-ComplianceaC
Aetna	614	Jerry, Whiteman	(337) 312-1368	3	No answer (3 calls)
		Call Date: 11/12/2020	Call Time: 10:47 AM		
		Provider Specialty: Psychologist			
		Product Line: Medicaid			
		Provider Representative:			Address: 2829 4Th Ave Lake Charle, LA 70601
		Comments: Line is unavailable			
	Lake Charle, LA 70607 616	Anna, Kelley	(504) 988-5405 1		Wrong address
		Call Date: 10/5/2020	Call Time: 01:29 PM		
		Provider Specialty: Psychologist			
		Product Line: Medicaid			
		Provider Representative: Steve			Address: 4740 S I 10 Service Rd West Ste 200 Metairi, LA 70001
		Comments: 131 South Robinson Street, New Orleans			
	617	Brian, Esteve	(504) 780-1702	1	Wrong address
		Call Date: 10/5/2020	Call Time: 03:45 PM		
		Provider Specialty: Psychologist			
		Product Line: Medicaid			
		Provider Representative: Heather			Address: 2901 N I 10 Service Rd E Ste 300 Metairi, LA 70002
		Comments: 7252 Lakeshore Drive, New Orleans 70448			

Health Plan	Survey ID	Provider Name	Phone No.	Call Number	P Reason for Non-ComplianceaC
	620	Meredith, Ellerbee Call Date: 11/11/2020 Provider Specialty: Social worker Product Line: Medicaid Provider Representative: Jessica  Comments:	(337) 475-0324 Call Time: 03:32 PM	2	Not at site    Address: 2110 Oak Park Blvd Lake Charle, LA 70601
	619	Victoria, Lewis Call Date: 10/7/2020 Provider Specialty: Social worker Product Line: Line: Medicaid Provider	(504) 265-0801 Call Time: 10:33 AM	2	Representative: Michael  Comments:  Not at site  Address: 7606 Westbank Expy Ste B Marrer, LA 70072
621	Scott, Gray	(318) 426-6357 Call Date: 10/7/2020 Provider Specialty: Social worker Product Line: Medicaid Provider Representative: Operator	1 Call Time: 02:37 PM		Comments:  Not at site  Address: 153 S Elm Street Suite 200 Haughto, LA 71037

Aetna	622	Betrille, Hookfin	(866) 530-6111	2	Not at site
		Call Date: 10/5/2020	Call Time: 04:55 PM		
		Provider Specialty: Social worker			
		Product Line: Medicaid			
		Provider Representative: Krystal			Address: 2801 Bruin Dr Kenne, LA 70065
		Comments:			
	624	Sherry, Alexander	(337) 321-9204	1	
		Call Date: 10/8/2020	Call Time: 08:54 AM		
					Health Plan Total = <b>89</b>
		Provider Specialty: Social worker			Not at site
		Product Line: Medicaid			
		Provider Representative:			
		Chloe			Address: 449 E Saint Peter St New Iberi, LA 70560
		Comments:			

# 2020 Fourth Quarter Provider Directory Survey

## Report: Providers Not Participating with MCO

\* Report lists providers who answered the call and responded "No" to participating in the health plan. List does NOT include providers with no response.

Health Plan	Survey ID	Provider Name	Phone No.	Page in Directory	Call Date	Call Time	Provider Representative
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Health Plan	Survey ID	Provider Name	Phone No.	Call Number	P aReason for Non-ComplianceC	Print
Aetna	513	Ariel, Aguillard	(504) 464-8013	Web	11/11/2020	1:00 PM
	514	Clint, Wilson	(318) 212-7839	Web	10/7/2020	2:23 PM
	515	Allen, Cox	(318) 212-7830	Web	10/2/2020	2:07 PM
	567	Karen, Fisher	(337) 474-0222	Web	10/6/2020	2:54 PM
	575	Armand, Grimshaw	(337) 474-5519	Web	10/7/2020	11:31 AM
	585	Charles, Woodard	(337) 480-8900	Web	10/7/2020	1:14 PM
Health Plan Total = <u>6</u>						



# 2020 Fourth Quarter Provider Directory Survey

## Report: Providers with Changes to Specialty

Health Plan	Survey ID	Provider Name	Directory Source	Specialty Listed in Directory	Actual Specialty
Aetna	540	Ihor, Yosypiv	Web	Pediatrics	Nephrology
	546	Rodney, Steiner	Web	Pediatrics	Pediatric surgery
	563	Dung, Hoang	Web	Obstetrics and Gynecology	Family Practice
	576	Ayman, Soubra	Web	Cardiologist	Urologist

Health Plan Total = 4

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2020 Fourth Quarter Provider Directory Survey  
Summary Report

Health Plan: **Aetna**

**Current Provider Directory Survey (2020 Fourth Quarter)**

Survey date range: 10/2/2020 to 11/12/2020

### Participation by Specialty Category

Specialty Category	# of	#	%
	Providers	Compliant	Compliant
Specialist	25	11	44.0%
Primary Care	25	2	8.0%
Pediatrics	25	12	48.0%
OB/GYN	25	6	24.0%
Behavioral Health	25	5	20.0%
<b>Total</b>	<b>125</b>	<b>36</b>	

### Reasons for noncompliance

Reasons	# of Providers	% of noncompliant providers
Does not participate with MCO	6	6.7%
Not accepting new patients	6	6.7%
Rep doesn't know	4	4.5%
Not at site	24	27.0%
Wrong telephone number	1	1.1%
No answer (third call)	15	16.9%
Busy signal (third call)	1	1.1%
Disconnected telephone number	9	10.1%
Message not returned (3 calls)	7	7.9%
Wrong address	19	21.3%
Wrong suite number	3	3.4%
Wrong specialty	4	4.5%
Total reasons for noncompliance	99	
<b>Number of noncompliant providers</b>	<b>89</b>	

The total reasons for noncompliance may not equal the number of noncompliant providers because providers may have multiple reasons for noncompliance.